

# MILLIONS OF QUICK BUCKS WITH A CASH COW

Putting an end to revenue leakage  
with a robust control mechanism.



The client is a Europe-based  
global catering company operating  
over 2800 brands across 35 countries.

## CHALLENGES

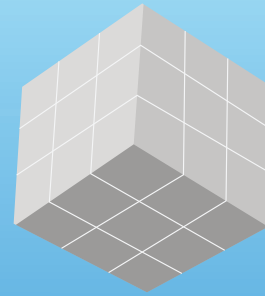
The client noticed an unprecedented accounts receivable (AR) spike from €36.52 Mn to €56.56 Mn within 6 months, and faced the following challenges.



Negative influence on balance sheet presentation, impacting liabilities related ratio

No visibility and mechanism to control the flow of documents

Lack of petrol stations onboarding process for new business with unique leasing process for each



## SOLUTIONS

Infosys BPM transformed the client's reconciliation process through a new workflow design.

The Infosys BPM team deployed the following solution:

- ▶ Created process controls, establishing a robust system of controlling balances on AR account
- ▶ Posted schema mapping and created new control process dedicated to the petrol business
- ▶ Identified missing statements and helped with new units onboarding
- ▶ Created new responsibility split and escalation matrix after contact point cleansing
- ▶ Created monthly reconciliation file, enabling constant balance monitoring



## BENEFITS

The process enabled the client to:



- ▶ Reduce the huge spike in AR
- ▶ Cover more number of petrol stations from an initial 23 to 41



**\$39.9 Mn**  
AR balance reduction



**1030+**  
Increase in posting volumes



**41**  
Petrol stations covered

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